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USAID/OFDA Quarterly Program Performance Report		
Program Title: Emergency Cash Assistance for Displaced Households in Northern Iraq		
Project Dates: July 01, 2015 – June 30, 2016 (Includes 3 month NCE)		
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Country/Region:	Iraq	
OFDA Grant Number:	AID-OFDA-G-15-00175	
Type of Disaster	Conflict	
Time Period covered by report	January 1 st 2016 – March 31 st 2016	

EXECUTIVE SUMMARY

This project is providing multi-purpose cash assistance for 1,277 IDP households in Kirkuk Governorate. In this quarter Tearfund assisted 214 IDP households (667 individuals) with multi purpose cash, which brings the total reached during this project to 352 IDP households (1,252 individuals).

Tearfund has received an additional two lists of IDPs totaling 14,000 households from the Ministry of Displacement and Migration (MoDM). Tearfund called 4,000 of these households to map the locations of these households, then conducted out a security assessments followed by household visits to assess the household vulnerability. The 214 households who fulfilled Tearfund's beneficiary selection criteria were called before the distribution informing them of the distribution. The distribution survey showed that 94% of households waited less than 15 minutes at the distribution site. In addition, Tearfund made 210 referrals to health and psychosocial care providers in quarter 3 of this grant, these referrals enabled families to access existing services and reduced spending from the multi purpose cash on sectors which are provided by other actors.

SECTOR: Logistics Support and Relief Commodities

Objective: To respond to the immediate need of displaced households through provision of emergency cash grants

Table 1: Summary of project activities planned and executed 01/01/2016 - 03/31/2016

Activity	Progress/Achievement
Sub sector 1: Non-food items	
What was the planned activity?	What progress/achievements were made?
Beneficiary Verification	<ul style="list-style-type: none"> ● Tearfund requested and received a list of 4,000 families from MoDM in January ● Tearfund requested and received an additional list of 10,000 families in March ● Tearfund have called 100% of the 4,000 families to identify their status (returned, mobile switched off, exact location in Kirkuk) ● IDPs are then grouped into geographic areas, in which we carry out a security assessment, followed by needs assessments
Household assessments	<ul style="list-style-type: none"> ● Tearfund field team is carrying out assessments daily, on average 30 assessments per day ● Tearfund team move in 3 vehicles for maximum efficiency and being able to work and assess families simultaneously ● So far in Q3, 361 of HH assessments were carried out
Targeting	<ul style="list-style-type: none"> ● At present, around 63% of all families assessed meet Tearfund's vulnerability criteria ● On average families meet 2 criteria ● 75% of families assessed suffer a severe medical condition or a disability, 81% of families had no or no regular income, and 54% were living in substandard housing.
Distributions	<ul style="list-style-type: none"> ● In quarter 3 Tearfund have reached 214 families through two distributions in March, taking the total for this OFDA project to 352 families.
Post Distribution Monitoring	<ul style="list-style-type: none"> ● So far for OFDA, Tearfund have carried out 104 PDMs of which the findings are shown below. ● Tearfund have carried out rapid surveys at OFDA distributions which showed that 94% waited less than 15 minutes at the distribution. 95% were very satisfied with the distribution and remaining 5% were satisfied. 98% were clear on the selection criteria.
Referrals	<ul style="list-style-type: none"> ● In this quarter Tearfund have referred a total of 210 families to Handicap international for specialised assistance regarding disability and medical conditions ● Tearfund notified families of mobile health services provided by MdM (Medicins du Monde) and Medair in Kirkuk via the beneficiary hotline and during assessments ● The Tearfund beneficiary feedback hotline has become increasingly used, with 508 calls received this quarter per month on average (see additional information provided in the next section).
Cash coordination – Cash Working Group Kirkuk	<ul style="list-style-type: none"> ● As CWG chair Tearfund continued hosting the monthly meetings in quarter 3 ● A significant achievement this quarter was Tearfund, acting on behalf of the CWG, attended a meeting with the IDP committee, governor's assistant and citizen affairs bureau and managed to successfully negotiate that NGOs who include host communities in cash projects can now legally assess 100% of the lists received to verify vulnerability. This had previously been a significant challenge for all NGOs with cash programming in the locality.
Regular updates to OFDA in Erbil, Iraq	Tearfund has been in regular communication with the OFDA Program Coordinator in Erbil, providing updates on the project and the situation in Kirkuk. Tearfund also gave ad hoc information in response to questions raised during this quarter.

Table 2: Impact Indicator Progress

Indicators		Base line	Target	Progress this quarter	Cumulative Progress to date
Sub Sector 1 : Non-food items					
Indicator 1	Total number and per item USD value of cash/vouchers distributed for NFIs, by type.	0	1277 cash grants of \$360	212 cash grants of \$360 + 2 cash grants of \$500 = 214 cash grants	349 cash grants of \$360 + 3 cash grants of \$500 = 352 cash grants
Indicator 2	Total number of people receiving NFIs, by sex and type.	0	1277 HH (approx. 6,385 individuals); 50% M/F	214 HH 667 individuals; M: 312 individuals F: 355 individuals	352 HH 1,252 individuals; M: 585 individuals F: 667 individuals

Post Distribution Monitoring (PDM)

PDM data has shown that expenditure of the cash has been across sectors. The majority of families spent funds on rent, followed by healthcare and food. However, repaying debt from family and friends, as well as savings, shelter improvements and education were also noted. The expenditure data was also analysed by the gender of the decision maker to explore whether different expenditure patterns and priorities were made depending on female or male headed households. However, the differences were statistically insignificant, with men spending slightly more on food and women spending slightly more on rent.

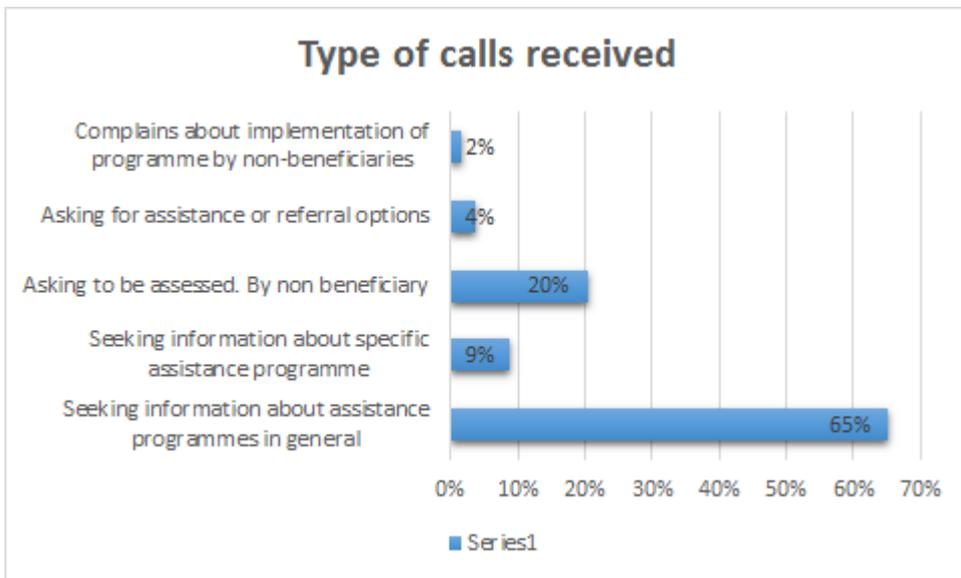
PDM data further revealed that 100% of households (HH) demonstrate at least 1 negative coping strategy, averaging at 3 coping strategies per family. The highest rate found were 11 negative coping mechanisms applied. Over half of beneficiaries borrow from another household or from lenders. 38% of families had shifted to less preferred food or basic goods in the past 30 days and 32% limited their portion sizes. At least one in four families had reduced the number of meals they eat and one in three rely on donations from relatives to make ends meet. PDM data further revealed that household top priorities for the coming months are healthcare, shelter improvement and food, followed by education, livelihoods and water.

Beneficiary Accountability

The last quarter has seen the beneficiary hotline increase in volume, compared to the previous quarter, in which a total of 139 calls were received, opposed to 508 calls received in this quarter, an increase of 73%. The hotline has been promoted extensively during assessments, but mainly at the distributions, where beneficiaries are verbally notified of it, in addition to receiving a flyer which includes information on the hotline such as the numbers and opening times.



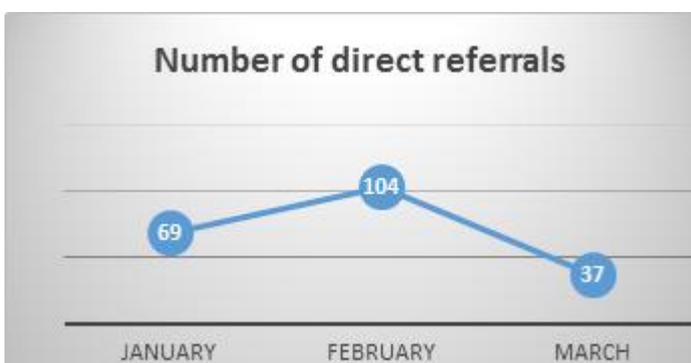
Most of the calls received via the hotline are actually from non-beneficiaries. Most are seeking general information on how to receive assistance in Kirkuk (65%). 9% are specifically calling about Tearfund's programme and inquire on how to register for it as well as targeting criteria. 20% of callers ask specifically to be assessed by Tearfund.



A total of 9 complaints were received out of the total of 508 calls received (2% of all calls). 5 out of the 9 complaints were visited for assessments, yet were not eligible. The Beneficiary Accountability Assistant (BAO) is able to provide general information about targeting criteria during the call. After the call, the BAO forwards the details of specific cases to the Erbil based Database Management Officer, who in turn looks at the assessment data to verify whether an exclusion error was made and informs the BAO on why this household was not eligible. This information is then fed back to the family. Callers who complain about not receiving assistance are informed of the process and the precondition of being registered, and meeting vulnerability criteria. This means that most complaints of this nature can be resolved during the initial phone call.

Referrals

In the last quarter of 2015 Tearfund noticed that many hotline callers suffered from a disability or severe medical condition, as well as psychological trauma and required assistance beyond cash. As such, the programme has focused largely on strengthening referral mechanisms to address these needs. Through the Cash Working group Tearfund has invited service providers for these vulnerable groups to inform on services available, capacity to absorb referrals and referral criteria. This included for example Handicap International (service provider for physiotherapy, medical cases and psychosocial support). DRC also presented a service mapping overview of Kirkuk in general (including local and NGO services) to the CWG. Tearfund also coordinated with MdM and Medair to put together a schedule of mobile health services provided in the city and explore willingness and capacity to absorb additional people in need. The field team as well as the hotline team have been equipped with this and are actively passing this information to beneficiaries who qualify for medical services yet are unaware of those offered locally free of charge. Tearfund staff have since received specific training on these criteria and Tearfund has made a total of 210 referrals in quarter 3 of this grant.



This has been a very successful mechanism for the hotline which in the last month of quarter 3 saw 4% of all callers now calling specifically to be referred to other services available locally. Referrals for medical services, physiotherapy

and psychosocial support for example can be made regardless of the registration status of the beneficiary, and thus is able to address critical needs of unregistered families as well. By linking beneficiaries to health services available free of charge locally, it is also hoped that expenditure on health under the cash grant will be reduced.

Cash Working Group Coordination

As CWG chair Tearfund continued hosting the monthly meetings in quarter 3. Tearfund had members sign the data sharing MoU extension in February until late 2016. This MoU is the basis for using the beneficiary master database and as such is a vital part in CWG coordination and assists in efforts to avoid duplication. The master database is regularly used by members prior to distributions to check whether their potential beneficiaries have been assisted by another agency.

Tearfund also represent the CWG at the Intercluster and the humanitarian coordination meetings. Another major achievement in this quarter was that Tearfund, acting on behalf of the CWG, organised a meeting with the IDP committee, governor's assistant and citizen affairs bureau to successfully negotiate for NGOs who include host communities in cash projects to be able to legally assess 100% of the lists received to verify vulnerability. This was a significant challenge for all NGOs with cash programming in the locality, as these agencies were previously denied assessing vulnerability or even verifying beneficiary information over the phone. It was further agreed that Tearfund, on behalf of the CWG, will meet with this committee on a regular basis to update on achievements and ongoing challenges. The discussion also included advice from the citizen affairs bureau, who receive feedback and complaints from citizens in Kirkuk, on operating procedures when assessing host families (guarding privacy, low visibility etc). This feedback was shared with the CWG members and agencies agreed to adhere to these procedures as part of their ongoing programming.

CHALLENGES AND CONSTRAINTS

The last quarter has experienced some challenges. Firstly, Tearfund engaged in renewed negotiations with the MoDM to receive further lists of beneficiaries. In the first meeting, Tearfund was solely able to negotiate a smaller list of 4,000 names. Out of those only 2,258 were still reachable or had not returned to their place of origin. Normally, the MoDM provides NGOs with lists ranging between 1000-3000 names. Tearfund followed up with another meeting in which a large list of over 10,000 names was successfully negotiated. This larger list means that the number of families identified per neighbourhood is much higher, thus increasing the efficiency of household assessments.

In the last days of March a statement was issued by the Government of Iraq, publicised through INSO which alerted NGOs that expats without an Iraq visa would not be allowed to continue work in Kirkuk. One such case has been witnessed, with 2 expat NGO workers who were visited by local authorities, facing a severe financial penalty and being expelled from the country within 7 days. As a consequence, Tearfund, like most other NGOs, temporarily refrained from sending its expat team to Kirkuk. Discussions happened in Kirkuk between OCHA and the government departments, but also in Erbil with the country directors of various NGOs, facilitated by NCCI (NGO Coordination Committee for Iraq), to resolve this issue. The matter has now been escalated through NCCI with OCHA in Baghdad. Commitments have been made from the Kirkuk governor's side supporting NGOs and reiterating the Kirkuk government support for expats to enter and work in Kirkuk. Whilst high level follow up is still ongoing, Tearfund has returned to Kirkuk since with the full expat team based on the assurance given by the governor and a way forward negotiated by UN OCHA in Kirkuk. This however, impacted the programme. Although the team was able to continue household assessments, distributions were postponed in a portion of April as the senior management team was not present on the dates. This is an unsurprising type of event for Kirkuk Governorate due to it being a disputed governorate where various entities are asserting control. Tearfund maintains close links with various humanitarian and government authorities to ensure our identity, projects and staff are known and implementation is able to continue.

Expected achievements in Quarter 4

In April the number of assessments has increased to 40 per day, at this rate with 63% of assessments qualifying, we will complete 200 assessments and select 126 beneficiaries per week. Tearfund anticipates completing all assessments

and distributions within the three month NCE period. This means that the cash disbursements will be completed mid-June, as indicated in the OFDA Workplan NCE 2016.

Beneficiary Quotes from Post Distribution Monitoring

“It helped me to provide food, clothes and other important things. We are 9 family members in two rooms. Thank you.”

“We feel relaxed, as we paid the people who I borrowed money from, and covered basic food items.”

“I was very happy and I can’t describe it. I live in a wood house, really suffering from bad living condition, come and see.”

“I paid for rent which is a very important thing”.

“The cash helped me. I felt like I was drowning and was rescued” - *from a beneficiary who spent his money on rent and debt repayments.*

“It helped me very much, it rescued me in rent, and rescued me to help my daughter. She has a damage in her brain, because of the fever.”